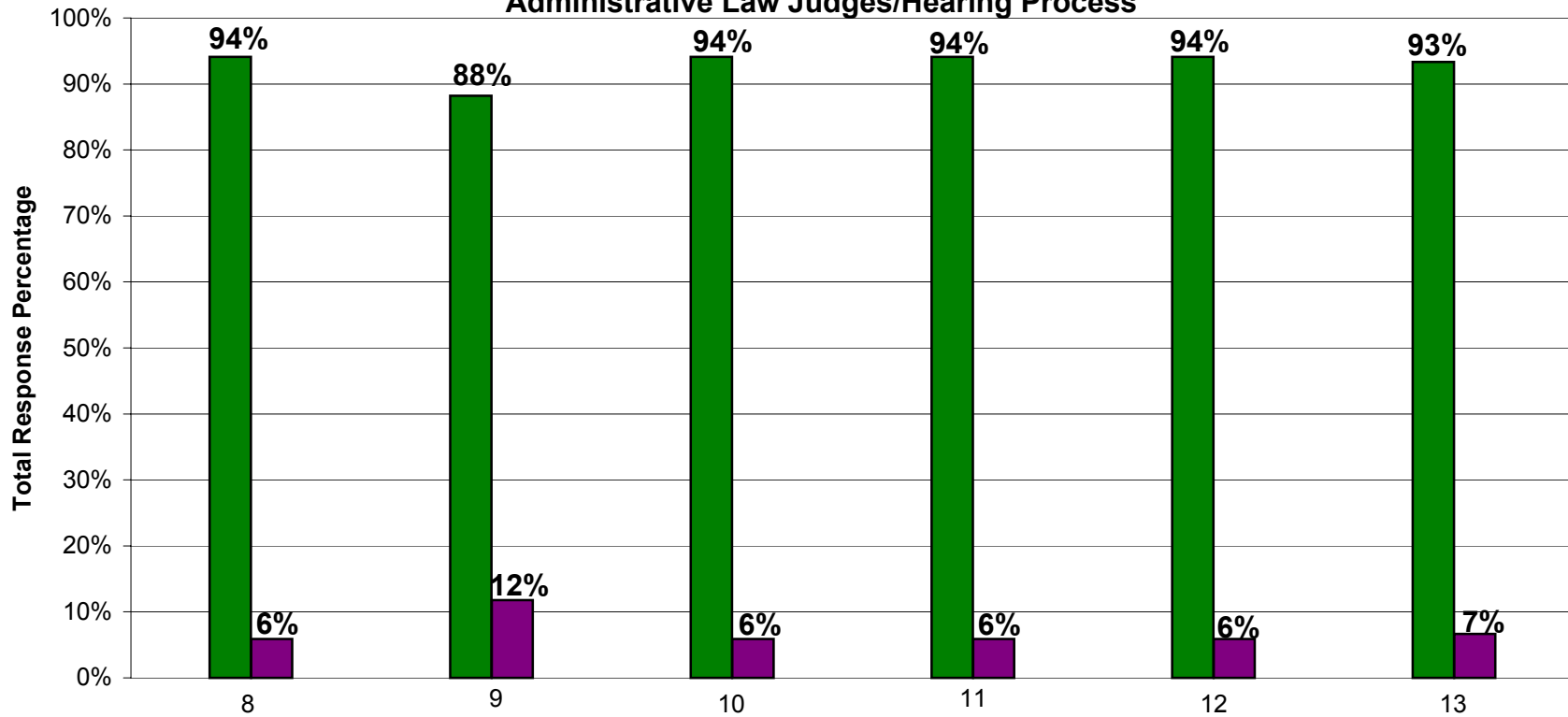


OAH Customer Survey Quarterly Update FYI '04 1st Quarter

Administrative Law Judges/Hearing Process



Questions

- 8. ALJs gave overview of hearing procedure.
- 9. ALJs used understandable language.
- 10. ALJs listened, treating everyone fairly and courteously.
- 11. ALJs appeared to understand laws and rules.
- 12. ALJs maintained appropriate control and formality in court.
- 13. ALJs was clear and decisive on making rulings.

■ Met or Exceeded Expectations

■ Did Not Meet Expectations

Last updated FYI '04 1st Quarter